

CCR Frequently Asked Questions (FAQ)

➤ **What is the Consumer Confidence Report (CCR)?**

ANSWER: The CCR is the centerpiece of the right-to-know provisions in the 1996 Amendments to the Safe Drinking Water Act. The CCR is an annual water quality report designed to assist your customers to make informed choices that affect their health and the health of their families.

➤ **How do I get the DRAFT CCR, guidance, and forms?**

ANSWER: These are all available electronically. Please visit www.colorado.gov/cdphe/wqcompliance to download your CCR. Forms are located at www.colorado.gov/cdphe/wqforms and guidance at www.colorado.gov/cdphe/wqguidance. For hardcopies please call 303-692-3556.

➤ **When is the CCR deadline?**

ANSWER: The CCR must be delivered to the system's consumers by June 30th every year. A copy of the CCR and the *Certificate of Delivery Form* must also be submitted to the division by June 30th every year. Check the appropriate box at the bottom of the *Certificate of Delivery Form*.

IMPORTANT NOTE: *Even if you use the DRAFT CCR supplied by the division, you must still submit a copy of the CCR and the Certificate of Delivery Form to the division by the deadline.*

➤ **We are a new community water system, do we need to produce and deliver a CCR?**

ANSWER: Only community water systems that began operation before the start of the previous calendar year need to produce and deliver a CCR. Your monitoring schedule, available at www.colorado.gov/cdphe/wqcompliance, identifies if this is required for your water system.

➤ **We receive all of our water from another system. Do we have to produce and deliver our own CCR?**

ANSWER: Maybe not. Your monitoring schedule, found on www.colorado.gov/cdphe/wqcompliance, identifies if this is required for your water system. You may distribute the CCR from the purchased water system to your consumers by June 30th if you have no other data to report from your water system. However, if your water system conducted any monitoring that detected any contaminants or if your water system received any violations, that data must be reported. To accomplish this, you may choose to simply attach your own CCR or a cover letter to your purchased water system's CCR. You must also submit a copy of the distributed CCR and the *Certificate of Delivery Form* to the division by June 30th.

➤ **Is electronic delivery an option to meet the "direct delivery" requirement?**

ANSWER: Yes, but there are specific requirements water systems must meet. A guidance document has been created to address these requirements and is posted online at www.colorado.gov/cdphe/wqguidance.

➤ **What information do I need to include on my CCR?**

ANSWER: The information reported on the CCR should include all information and sample data for your water system from the previous calendar year. If your system does not have specific sample data collected in the previous year, then the CCR should report the latest detected sample data available within the last 5 years.

➤ **How do I receive a small-system direct delivery mailing waiver?**

ANSWER: The *Certificate of Delivery Form* describes the population criteria and consumer notification requirements of these waivers. Simply fill out the *Certificate of Delivery Form* appropriately.

➤ **How do I get a copy of the DRAFT CCR in electronic Microsoft Word format?**

ANSWER: All draft CCRs are posted on our website: www.colorado.gov/cdphe/wqcompliance/. All of the supplemental documents may be found there as well.

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➤ **What if I do not have Microsoft Word?**

ANSWER: There are a couple of free alternatives: 1) Open Office 2) Google Docs. Simply download your DRAFT CCR from our website and then open it using one of the two alternatives. Caution, the conversion might affect the document's formatting.

➤ **If there are errors in the data on the draft CCR, how do I get them corrected?**

ANSWER: Data: Please note that some of the units of measurement have been converted in order to make the data more understandable to the water users in comparison to the MCL units (this is not an error). If you discover an error in our data, the water system is responsible for making corrections to the CCR prior to distribution. If you have a question about the data or a violation please contact the appropriate Compliance Specialist.

Water System Update Forms: The water system is responsible for making corrections to the CCR. To have these errors corrected in the Division's database, complete and sign the *Inventory Update Form* located by visiting www.colorado.gov/cdphe/wqforms, under 'Drinking Water' and 'Drinking Water System Updates'. If it's not a system update then contact the appropriate Compliance Specialist.

➤ **How do I use the CCR to meet a public notification requirement (for example: for a monitoring violation or a Fluoride SMCL violation)?**

ANSWER: Ensure that all 10 required elements for public notices are included in the CCR. You may get a copy of the *Public Notice 10 Required Elements* from our website: www.colorado.gov/cdphe/wqforms, under 'Drinking Water' and 'Drinking Water Public Notification Rule – Tier 2 and Tier 3'.

➤ **How do I complete the applicable blank Source Water Assessment Report (SWAP) Summary?**

Answer: The division has completed SWAP reports for all active community water systems on or before April 2001. Visit www.colorado.gov/cdphe/wqcompliance/, click on 'Consumer Confidence Report Information' and 'Source Assessment'. Reports are listed by county. Every year, the CCR must contain a brief description of the SWAP assessment results including instructions on how the consumer can obtain their own copy. On the draft CCR, the water system simply needs to fill in a summary of potential sources of contamination (found on Table 2 and Table 3 of the SWAP report) in the space provided in the "Our Water Source(s)" section of the draft CCR. If you have questions about the SWAP report, please call the John Duggan at (303) 692-3534.

➤ **The system's SWAP Report is incorrect or currently being revised. What do I report in the CCR?**

ANSWER: If your assessment results are not available on the SWAP website by the time you print the system's CCR, you may include the following statement in the CCR: "At this time, our Source Water Assessment Report is in the process of being corrected. When it is finalized, it will be available by calling the contact listed or visiting www.colorado.gov/cdphe/wqcompliance/, clicking on 'Consumer Confidence Report Information', and 'Source Assessment'. Reports are listed by county." If you have questions or concerns about the SWAP report, please call John Duggan at (303) 692-3534.

➤ **How do I report detected *Cryptosporidium* or Radon?**

ANSWER: If the system's monitoring indicates the presence of *Cryptosporidium* (in source water or finished water) or radon (in finished water only), the CCR must include the results and an explanation of the significance of the results. The *CCR Guidance Handbook* contains guidance and suggested language for reporting *Cryptosporidium* and radon.